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Online Mechanism for Prevention of Ragging and Violence in Universities/HEI, Sri Lanka: A System Study based on Call Centre Mechanism for Prevention of Ragging in India

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Gender inequalities and violence including that of sexual and gender-based violence in the Universities have been reported as significant shortcomings in the Sri Lankan University System. University Grants Commission (UGC) has recognized that without addressing these deeprooted inequalities and inequities within the system, Sri Lankan Universities cannot genuinely consider themselves to be centres of academic excellence. The UGC in Sri Lanka has the intention of setting up a Call Centre in order to create an environment of freedom and security that allows students and all university staff to pursue their study and work without discrimination and oppression. Anti-ragging mechanism in India is mainly managed through a 24*7 Call Centre. The Call Centre is the one stop centre to help students and other stakeholders on any university matter. One of the main objectives of setting up this call centre is to help students/victims immediately when they are being ragged. All forms of complaints on ragging are managed through the call centre, *i.e.*, centrally. The Call Centre and monitoring agency are to assure actions of universities/HEIs for each complaint. Each step of the actions or progress, including the voice tracks, is available on the cloud and can be accessed by the UGC and the victim. Actions taken regarding complaints by the university are uploaded to the online system through the Call Centre. The Call Centre represents students and follow-up actions until the complainant is satisfied. The findings of the study are a significant reduction ragging activities in India. The processes are set up to ensure that a complaint made by a student/complainant is addressed by the relevant authorities, and out of the various modes introduced, the 24*7 Call Centre has been the most effective in minimizing the ragging menace in India. A call centre at the UGC in Sri Lanka could be one stop Centre for all university matters. A successful adoption of this call centre software for all requirements of the UGC has the potential to provide better service delivery at reduced cost, and increase the efficiency, transparency, and responsiveness of the university sector.